

## JOB DESCRIPTION OF CALL CENTER

COMPANY: Sheila N. Harris D.D.S. Inc.

DBA: Natomas Crossing Dental Care



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### GENERAL

**Job Title:** Call Center  
**Job Type:** Full Time  
**Exemption Status:** Non-Exempt  
**Working Days:** Monday, Tuesday, Wednesday, Thursday, Friday

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### WORK EXPERIENCE

1 year in a call center environment

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### EDUCATION LEVEL

High school diploma

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### CONTINUING EDUCATION

Update job knowledge and take advantage of education and training opportunities.

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### DESCRIPTION

The Call Center Representative will be the liaison between our practice and its current and potential new patient base. Our call center representative is the first point of contact by phone.

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### QUALIFICATIONS

- Understand and comply with HIPPA.
- Understand and comply with the HITECH Act of 2009.
- Strong written and verbal communication skills along with active listening.
- Customer focus and adaptability to different personality types.
- Able to operate a multi-line IP phone system.
- Computer skills efficient in Word and Excel.
- Able to utilize technology within the office.

Understanding and use written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams; select reading strategies appropriate to the purpose, such as skimming for highlights, reading for detail, reading for meaning, and critical analysis.

Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.

Developing specific goals and plans to prioritize, organize, and accomplish your work.

Work cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition.

Interact with others in ways that are friendly, courteous, tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others.

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Identify own work and career interests, strengths and limitations pursue education, training, feedback, or other opportunities for learning and development; manage direct, and monitor one's own learning and development.

Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.

Express ideas and facts orally in a clear and understandable manner that sustains listener attention and interest, tailor oral communication to the intended purpose and audience.

Select, access, and use necessary information, data, and communications-related technologies, such as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.

Obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources, organize integrate, analyze, and evaluate information.

Anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using rational and logical process or innovative and creative approaches when needed.

Make decisions that consider relevant facts and information, potential risks and benefits, and short and – long term consequences or altern

### ESSENTIAL FUNCTIONS

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#### Core Values

- Goal and Solution Oriented
- Positive Attitude
- Honest
- Team Player
- Open minded
- Create Value

#### Requirements

- Excellent organizational skills.
- Multitasking and time management skills, with the ability to prioritize task.
- Ability to be resourceful and proactive when issues arise.

### PHYSICAL REQUIREMENTS

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#### Physical Demands -

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee may be regularly required to sit for long periods. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. (When required by the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).

### DUTIES

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- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication scripts when scheduling and handling different topics.
- Attend/complete mandatory training sessions and maintain 5\* star certified.
- Identify patients' needs, clarify information, research issue and provide solutions.
- Schedule new patient appointments and existing treatment.
- Data entry, keeps records of all conversations.
- Meet personal/team goals.